

## Gosselin, Sylvie

---

**From:** Vanderstar, Ryan  
**Sent:** February 1, 2017 5:11 PM  
**To:** Bubas, Dan; Pitura, Bernie; Evans, Daniela  
**Subject:** FW: The CBSA Insider / Manchettes de l'ASFC

Interesting timing.

### Commercial Transformation Agenda

---

**From:** CBSA-ASFC\_Insider-Manchettes  
**Sent:** February 1, 2017 10:08 AM  
**To:** NAT-Dist\_all\_CBSA-tous\_ASFC  
**Subject:** The CBSA Insider / Manchettes de l'ASFC

(La version française suit)

## **The CBSA Insider** *Your national weekly employee news summary*

1 February 2017  
№ 243

### **PRESIDENT'S SPACE**

**Primary Inspection Kiosks – Update**

**Mental Health**

### **WHAT'S NEW**

**Canada 150: Moments in CBSA History – February**

**Create your own success. Complete the Personal Learning Plan**

**Commercial Transformation Agenda**

**Celebrate diversity at CBSA. Participate in two special events!**

**CBSA Surprises Birthday Girl**

**International Customs Day 2017**

### **EMPLOYEE WELL-BEING AND ORGANIZATIONAL WELLNESS**

**Message from the Clerk: “Bell Let's Talk Day”**

Tip of the week: *Laughter can help to relieve stress and bolster your well-being. Even better is sharing something that makes you smile or laugh with someone you know.*

You can call upon the [Employee Assistance Program \(EAP\)](#) at any time. The EAP external service provider, Homewood Health can be reached at 1-800-663-1142 (English service).

**FROM THE CBSA WEBSITE**

**News Releases**

- [Top five Saskatchewan border stories of 2016](#)
- [Top five Alberta border stories of 2016](#)
- [Top five Manitoba border stories of 2016](#)
- [Top five stories of the year for Calgary](#)
- [Top five Edmonton border stories of 2016](#)
- [CBSA celebrates International Customs Day](#)
- [CBSA celebrates International Customs Day at Pier 21](#)

**CBSA TODAY**

Your video news source: [every week on Atlas](#)

**ATLAS ASKS**

Test your knowledge of the CBSA and give your opinion by responding to **Atlas Asks**, a new weekly poll found on the [Atlas homepage](#).

This week's question: *Every year, the World Customs Organization (WCO) Secretariat chooses a topic for International Customs Day. What is the topic for 2017?*

**OPERATIONAL BULLETINS**

**CBSA**

**Bulletins**

- [OPS-2016-19](#)**  
Fentanyl - Information and Safe-Handling Guidelines (2017-01-26)
- [PRG-2017-03](#)**  
Required Timeframe for Ferry Operators and Highway Carriers to Submit Advance Commercial Information (ACI) When Transporting Commercial Goods Onboard a Ferry (2017-01-27)
- [Building Emergency Response Planning – Power Outage](#)

**Document Alerts**

- [2017-03 India: Biographical Data Page Substitution \(2017-01-27\)](#)
- [2017-02 Schengen: Counterfeit Visa \(2017-01-27\)](#)

**IRCC**

**Program Delivery Updates**

Processing in-Canada claims for protection: [The Safe Third Country Agreement](#)

Name change requests for citizenship purposes

Update to the instructions on reassessments for the issuance of a new medical certificate: Medical reassessments

Update to IRCC's videoconference interview network contact information: Key contacts related to interviews and interpreter services

Functional guidance on the use of representatives now modernized: Use of representatives

Communicating results of the knowledge test and next steps to applicants: Citizenship grants: Citizenship knowledge testing

### **Chapter Update**

Chapter ENF 26 - Appeals at the Refugee Appeal Division of the Immigration and Refugee Board of Canada (PDF)

## **TWEET OF THE WEEK**

### **Mental health matters at the CBSA #EndTheStigma #MentalHealth**

<https://twitter.com/CanBorder/status/824261272183197696>

The corporate Twitter accounts (@CanBorder and @Frontierecan) are used for disseminating information, engaging with users and promoting our programs and services. Check out the CBSA's posts on Twitter.

**53, 343 Twitter followers and counting...** (397 new this week)

### **WHAT IS THE CBSA INSIDER?**

This is a weekly news bulletin for you—the CBSA employee—that offers a roundup of the week's most important national employee news. The CBSA Insider is published every Wednesday morning and includes all items appearing on the What's New page of the national Atlas site by 10:00 am (EST) each Wednesday. The CBSA Insider is produced by CBSA Communications Directorate in accordance with the Agency's Directive on Messages to All Staff. Please send any ideas or feedback to [\[redacted\]](#)

## **Manchettes de l'ASFC**

*Votre résumé hebdomadaire de toutes les nouvelles de l'ASFC*

1 Février 2017

Nº 243

## **PLACE DU PRÉSIDENT**

**Bornes d'inspection primaire – Mise à jour**

**Santé mentale**

## **QUOI DE NEUF**

**Canada 150 : Moments de l'histoire de l'ASFC – février**

**Soyez l'artisan de votre succès avec un plan d'apprentissage personnel**

**Programme de transformation commerciale**

**Célébrez la diversité à l'ASFC en participant à deux événements spéciaux!**

**L'ASFC fait une surprise d'anniversaire à une petite fille**

**Journée internationale de la douane 2017**

**LE BIEN-ÊTRE DES EMPLOYÉS ET LE MIEUX-ÊTRE ORGANISATIONNEL**

**Message du greffier au sujet « Bell cause pour la cause »**

Conseil de la semaine : *Le fait de rire peut aider à réduire votre stress et à accroître votre bien-être. Ce qui est encore mieux, c'est de parler de quelque chose qui vous fait sourire ou rire avec une personne que vous connaissez.*

Vous pouvez faire appel au Programme d'aide aux employés (PAE) en tout temps. Le service externe du PAE, Homewood Santé, est disponible au numéro suivant : 1-866-398-9505 (service en français).

**SUR LE SITE WEB DE L'ASFC**

***Communiqués***

Cinq principaux faits saillants survenus à la frontière de la Saskatchewan en 2016

Cinq principaux faits saillants survenus à la frontière de l'Alberta en 2016

Cinq principaux événements à la frontière du Manitoba en 2016

Cinq faits marquants à Calgary en 2016

Cinq faits marquants des services frontaliers à Edmonton en 2016

L'ASFC célèbre la Journée internationale de la douane

L'ASFC célèbre la Journée internationale de la douane au Quai 21

**ASFC AUJOURD'HUI**

**Vos nouvelles en vidéo : chaque semaine sur Atlas**

**ATLAS VOUS DEMANDE**

Testez vos connaissances de l'ASFC et donnez votre opinion en répondant à ***Atlas vous demande***, un nouveau sondage hebdomadaire qui se trouve sur la page d'accueil d'Atlas.

La question de la semaine : *Chaque année, le Secrétariat de l'Organisation mondiale des douanes (OMD) choisit le thème de la Journée internationale de la douane. Quel est le thème pour 2017?*

**BULLETINS OPÉRATIONNELS**

**ASFC**

***Bulletin***

**OPS-2016-19**



Fentanyl – information et lignes directrices pour la manipulation sécuritaire (2017-01-26)

### **PRG-2017-03**

Délai requis pour la transmission de l'information préalable sur les expéditions commerciales (IPEC) à l'intention des exploitants de traversiers et des transporteurs routiers qui transportent des marchandises commerciales à bord de traversiers (2017-01-27)

Planification d'urgence pour les immeubles – Panne de courant

### ***Alertes sur les documents***

2017-03 Inde : Substitution de la page de données biographiques (2017-01-27)

2017-02 États Schengen : Visa contrefait (2017-01-27)

## **IRCC**

### ***Mise à jour concernant l'exécution des programmes***

Traitement au Canada des demandes de statut de réfugié : L'Entente sur les tiers pays sûrs

Demande de changement de nom aux fins de la citoyenneté

Mise à jour des instructions relatives à la réévaluation du dossier médical en vue de la délivrance d'un nouveau certificat médical : Réévaluation du dossier médical

Mise à jour de la liste des personnes-ressources du réseau d'IRCC pour les entrevues par vidéoconférence : Principales personnes-ressources en ce qui a trait aux entrevues et aux services d'interprètes

Modernisation de l'orientation fonctionnelle relative au recours aux services d'un représentant : Recours aux services d'un représentant

Communication des résultats de l'examen des connaissances et des prochaines étapes au demandeur : Attribution de la citoyenneté : Examen des connaissances aux fins de l'obtention de la citoyenneté

### ***Mises à jour des chapitres***

Chapitre ENF 26 – Appels devant la Section d'appel des réfugiés de la Commission de l'immigration et du statut de réfugié au Canada (PDF)

## **TWEET DE LA SEMAINE**

**La santé mentale compte à l'ASFC #finauxpréjugés #santémentale**


<https://twitter.com/FrontiereCan/status/824260981673099265>

Les comptes Twitter de l'ASFC (@Frontierecan et @CanBorder) servent à diffuser de l'information, à interagir avec les utilisateurs et à promouvoir les programmes et services de l'Agence. Vérifiez les microbillets affichés sur Twitter.

**53 343 abonnés sur Twitter et ce n'est pas fini!** (397 nouveaux abonnés cette semaine)

## **QUE SONT LES MANCHETTES DE L'ASFC?**

Il s'agit d'un bulletin d'actualités pour vous, employés de l'ASFC, qui offre une synthèse des articles nationaux les plus importants de la semaine. Le bulletin les Manchettes de l'ASFC est publié chaque mercredi matin et renferme tous les

articles paraissant sur la page « Quoi de neuf » d'Atlas, le site intranet de l'Agence, avant 10 h HNE chaque mercredi. Ce bulletin est produit par la Direction des communications de l'ASFC conformément à la *Directive sur les messages à l'intention de tous les employés*. Nous vous invitons à nous faire parvenir vos suggestions ou vos commentaires par courriel à : 

## Evans, Daniela

---

**From:** Nair, Shailla on behalf of Evans, Daniela  
**Sent:** March 14, 2017 02:52 PM  
**To:** PAC-Dist\_PacHwy\_District\_SMT  
**Cc:** Baird, Brittany  
**Subject:** FW: FYI - CBSA Trends Report - Rapport sur les tendances de l'ASFC  
**Attachments:** TRENDS\_January 2017 Final(1).pptx; Rprt\_Trends\_December\_2016\_Final-Eng(1).pdf

FYI, attached is a CBSA Trend Reports for January and December.

**SHAILLA NAIR**  
**TEL: 778-545-5559**

**From:** Sidhu, Sonia  
**Sent:** March 14, 2017 2:48 PM  
**To:** PAC-Dist\_RMC  
**Subject:** FYI - CBSA Trends Report - Rapport sur les tendances de l'ASFC

FYI – attached are the CBSA Trend Reports for January and December. The reports highlight trends within travellers, commercial releases and courier shipments streams over the last four years.

---

**From:** Patrice, France **On Behalf Of** Bolduc, Martin  
**Sent:** March 14, 2017 11:12 AM  
**To:** Walker, Christine (HQ); Chénier, Maurice; Piché, Jean-Stéphen; Rigg, Jacqueline; Xavier, Caroline  
**Cc:** Braham, Stephen; Cyr-Carriere, Alexandra; Boileau, Anne-Frederique; Ibrahim, Nesreen; Cléroux, Julie; Blanchard, NathalieX; Mousseau, Pauline; Voghel, Carmen; Garbers, Raquel; Maisonneuve, Mélanie; Russell, Lee-Ann  
**Subject:** CBSA Trends Report - Rapport sur les tendances de l'ASFC

*English Version \*\*\* La version française suit \*\*\**

Colleagues,

For your information, please find attached the English and French version of the CBSA Trends Reports for December 2016 and January 2017. Both versions are available on the Trends report wiki page:

The CBSA Trends Report is a monthly document published by the Performance Reporting Unit in the Global Border Management and Data Analytics Directorate. This report presents national and regional trends in travellers, commercial releases, and courier shipments, looking specifically at the last four fiscal years.

If you have any questions or comments, please feel free to contact the Performance Reporting Unit, Data Analytics Division , at

Thank you,

Martin

\*\*\*\*\*  
\*\*\*\*\*

*Version française \*\*\* The English version precedes \*\*\**

Chers collègues,

Pour votre information, veuillez trouver ci-joint la version anglaise et française des rapports sur les tendances de l'ASFC pour décembre 2016 et janvier 2017. Les deux versions sont disponibles sur la page du Rapport sur les tendances du wiki :

Le rapport sur les tendances est un document publié chaque mois par l'Unité des rapports sur le rendement qui fait partie de la Direction de la gestion mondiale de la frontière et de l'analytique des données. Le rapport présente les tendances nationales et régionales en ce qui a trait aux voyageurs, aux mainlevées commerciales et aux livraisons par messagerie. Le rapport fait état des tendances au cours des quatre derniers exercices.

Si vous avez des questions ou des commentaires, veuillez contacter l'unité des rapports sur le rendement, Division d'analytique des données, au

Merci,

Martin



Canada Border  
Services Agency

Agence des services  
frontaliers du Canada



# CBSA Trends Report January 2017

**FINAL**

March 7, 2017

Performance Reporting Unit

Data Analytics Division

Global Border Management and Data Analytics Directorate

Programs Branch

**PROTECTED A**



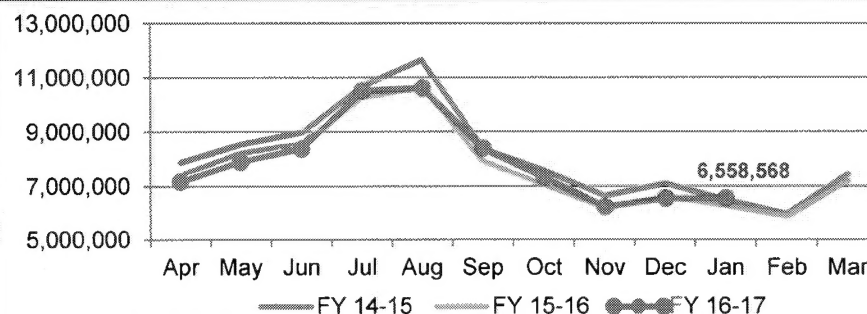
PROTECTION • SERVICE • INTEGRITY

Canada

# HIGHLIGHTS

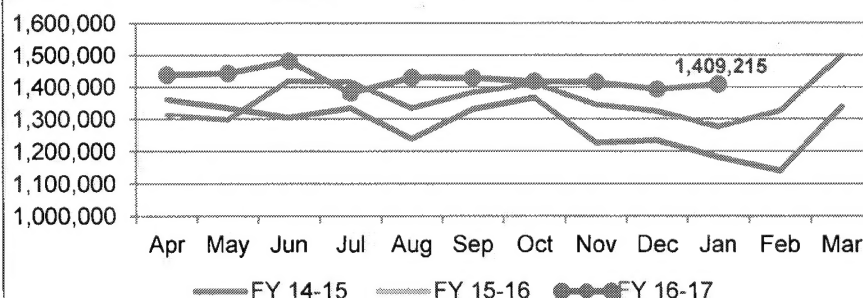
Protected A

## Travellers



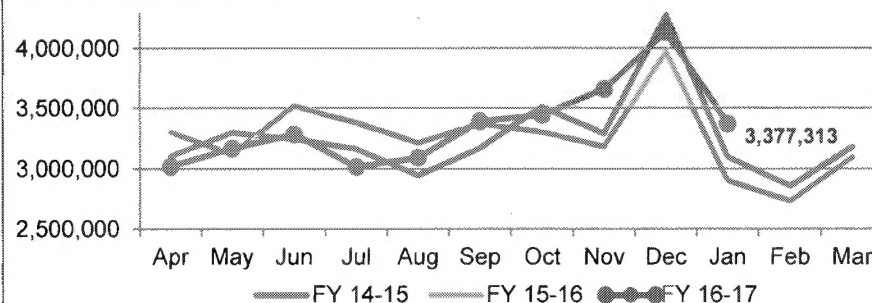
There were **6,558,568** travellers processed in January 2017. This was a **4.23% (or 266,006) increase** when compared to volumes from January 2016. Air travellers **increased** by **6.71% (or 174,498)** and highway travellers **increased** by **2.44% (or 88,956)** compared to January 2016.

## Commercial Releases



There were **1,409,215** commercial releases in January 2017. This was a **10.44% (or 133,237) increase** when compared to volumes from January 2016.

## Courier Shipments



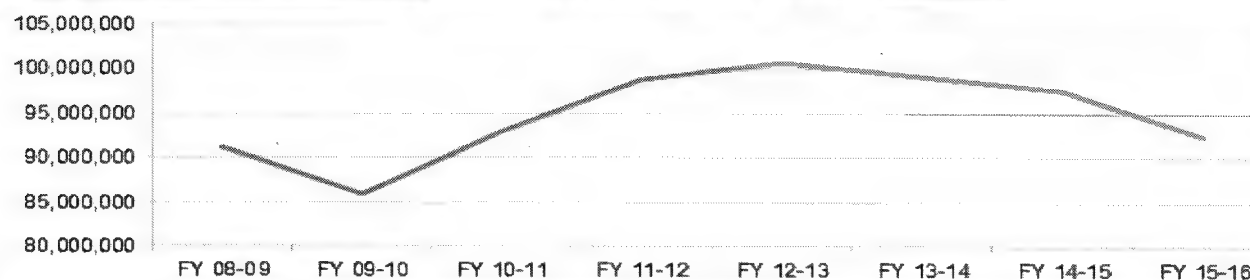
There were **3,377,313** courier shipments in January 2017. This was a **16.26% (or 472,305) increase** when compared to January 2016.



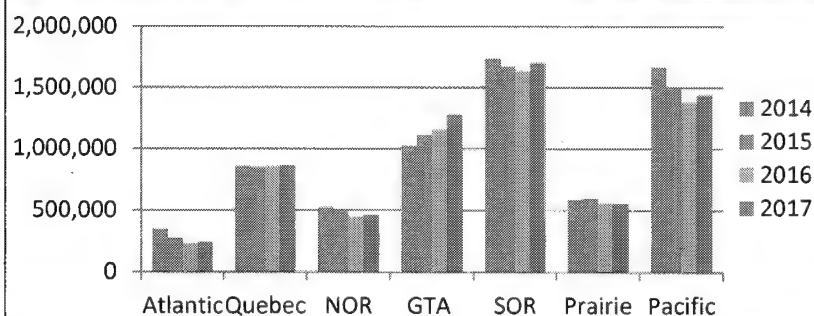
# TRAVELLER – All Modes

Projected 2

## Annual Trend – All modes



## Comparison by Region—Current Month



There were **6,558,568** travellers processed in January 2017. This was a **4.23% (or 266,006) increase** when compared to traveller volumes from January 2016.

The largest **increase** in total travellers occurred in the Greater Toronto Area Region with **10.18% (or 118,340)** more travellers when compared to January 2016.

The only **decrease** in total traveller volumes occurred in the Prairie region with **1.62% (or 9,170)** fewer travellers when compared to January 2016.

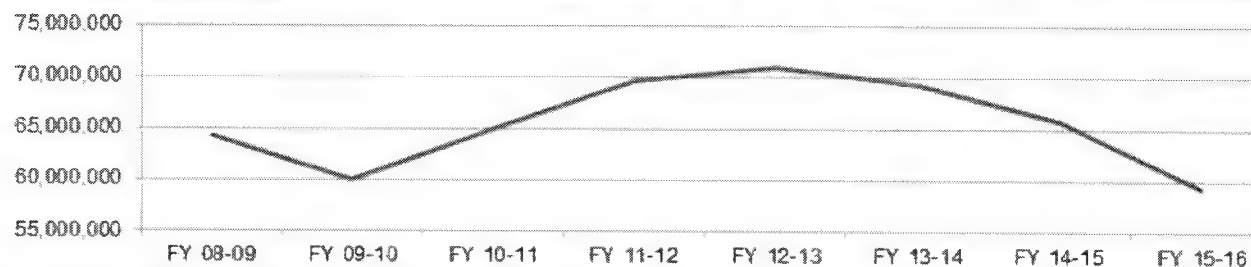
## Total Traveller Volumes

Region	January 2016	January 2017	Difference	% Change
Atlantic	233,362	242,914	9,552	4.09%
Quebec	856,015	862,916	6,901	0.81%
NOR	448,346	465,790	17,444	3.89%
GTA	1,162,734	1,281,074	118,340	10.18%
SOR	1,640,770	1,706,264	65,494	3.99%
Prairie	566,967	557,797	-9,170	-1.62%
Pacific	1,384,368	1,441,813	57,445	4.15%
National	6,292,562	6,558,568	266,006	4.23%

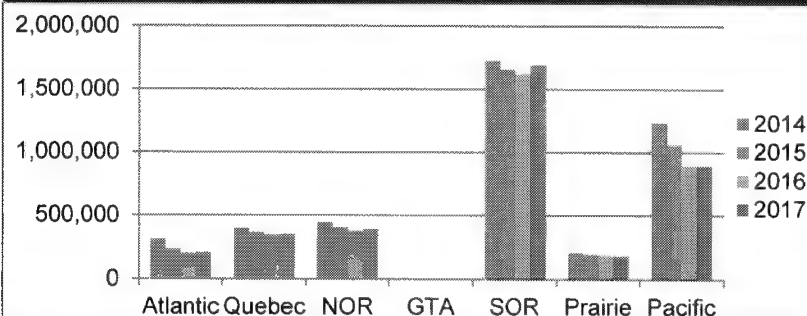
# TRAVELLER – Highway

Protected A

## Annual Trend - Highway



## Comparison by Region—Current Month



There were **3,741,800** highway travellers processed in January 2017. This was a **2.44% (or 88,956) increase** when compared to volumes from January 2016.

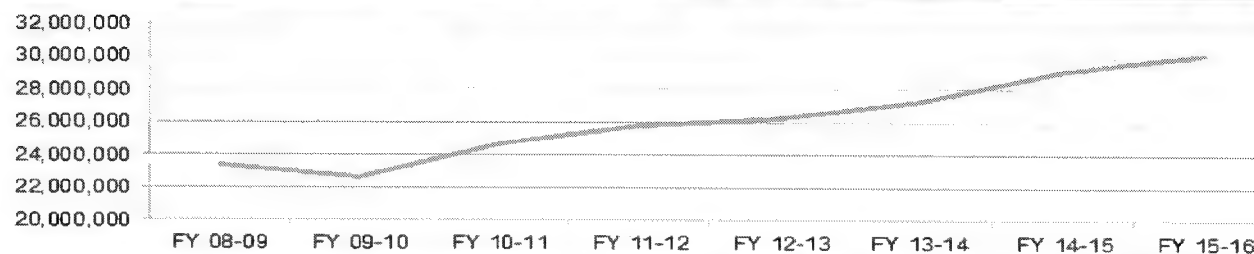
The largest **increase** in highway travellers was found in the Southern Ontario Region with **4.17% (or 67,767)** more travellers when compared to January 2016.

The largest **decrease** in highway travellers was found in the Prairie Region with **3.03% (or 5,870)** fewer travellers when compared to January 2016.

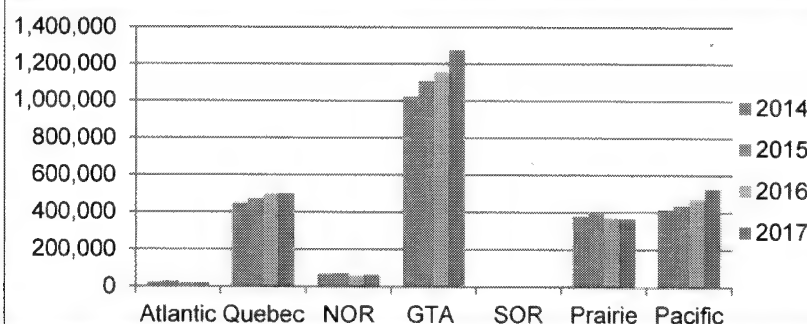
## Total Highway Traveller Volumes

Region	January 2016	January 2017	Difference	% Change
Atlantic	203,950	211,877	7,927	3.89%
Quebec	349,593	356,054	6,461	1.85%
NOR	379,833	393,478	13,645	3.59%
GTA (TRC)*	3,045	3,309	264	8.67%
SOR	1,624,264	1,692,031	67,767	4.17%
Prairie	193,529	187,659	-5,870	-3.03%
Pacific	898,630	897,392	-1,238	-0.14%
National	3,652,844	3,741,800	88,956	2.44%

## Annual Trend - Air



## Comparison by Region—Current Month



There were **2,775,551** air travellers processed in January 2017. This was a **6.71% (or 174,498) increase** when compared to volumes from January 2016.

The Greater Toronto Area region experienced the largest **increase** in air traveller volumes as there were **10.15% (or 117,631)** more travellers when compared to January 2016.

The Prairie region experienced the largest **decrease** in air traveller volumes as there were **0.88% (or 3,285)** fewer travellers when compared to January 2016.

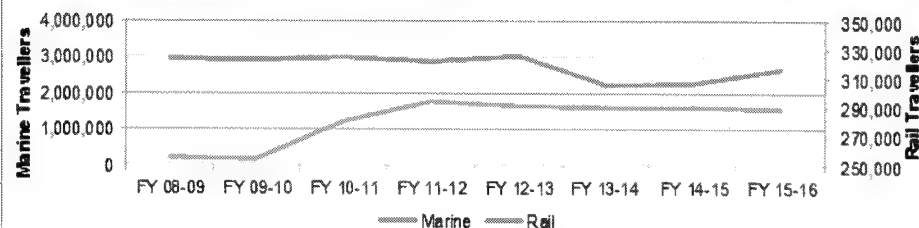
## Total Air Traveller Volumes

Region	January 2016	January 2017	Difference	% Change
Atlantic	24,041	24,847	806	3.35%
Quebec	499,933	501,099	1,166	0.23%
NOR	63,705	66,948	3,243	5.09%
GTA	1,158,856	1,276,487	117,631	10.15%
SOR	8,854	7,997	-857	-9.68%
Prairie	372,117	368,832	-3,285	-0.88%
Pacific	473,547	529,341	55,794	11.78%
National	2,601,053	2,775,551	174,498	6.71%

# TRAVELLER – Marine and Rail

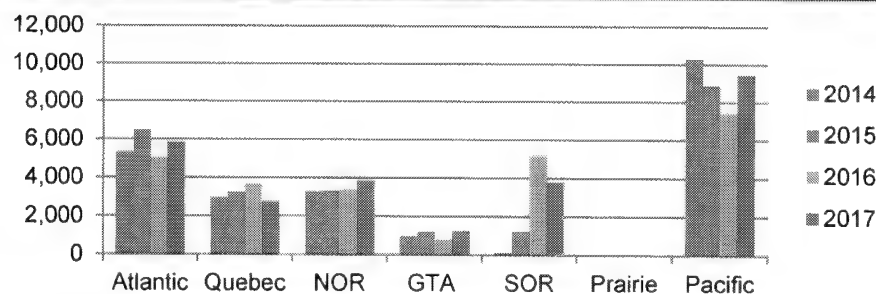
Protected A

## Annual Trend – Marine and Rail



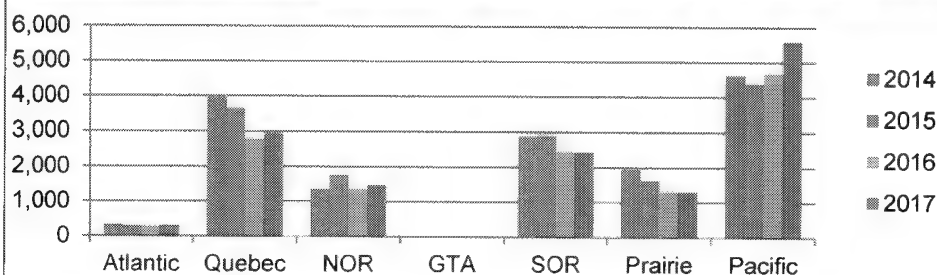
The decline in marine travellers in FY 13-14 is the result of a change in marine traveller counting methods (based on the implementation of First Point of Arrival Initiative in March 2013).

## Marine Traveller Comparison by Region—Current Month



There were **27,125** marine travellers processed in January 2017, representing a **5.39% (or 1,387) increase** when compared to volumes from January 2016.

## Rail Traveller Comparison by Region—Current Month

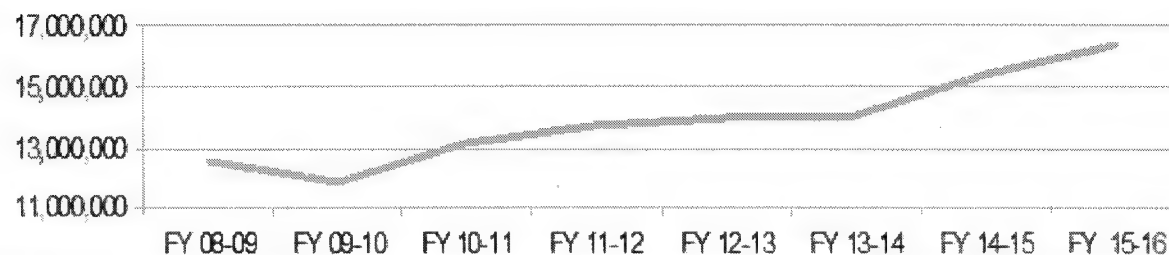


There were **14,092** rail travellers processed in January 2017. This was a **9.01% (or 1,165) increase** when compared to volumes from January 2016.

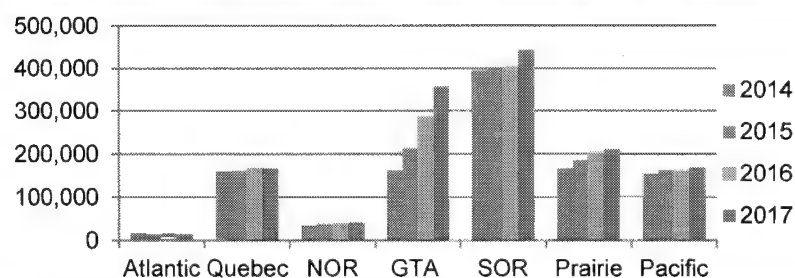
# COMMERCIAL RELEASES – Total

Protected A

Annual Trend



Comparison by Region—Current Month



There were **1,409,215** commercial releases in January 2017. This was a **10.44% (or 133,237)** increase when compared to January 2016.

The Greater Toronto Area Region experienced the largest increase in commercial releases with **25.21% (or 72,303)** more releases than January 2016.

There was no decrease in commercial releases in January 2017.

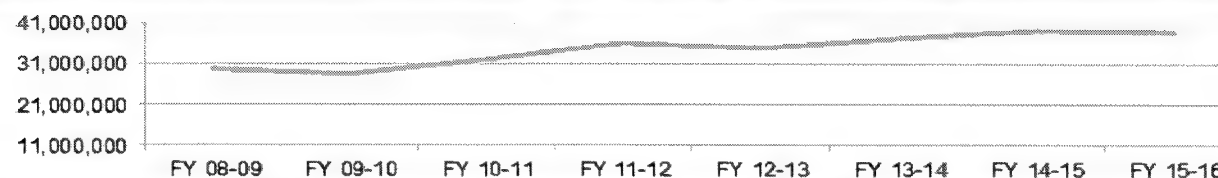
Total Commercial Releases

Region	January 2016	January 2017	Difference	% Change
Atlantic	14,942	15,520	578	3.87%
Quebec	167,143	167,465	322	0.19%
NOR	37,865	41,837	3,972	10.49%
GTA	286,776	359,079	72,303	25.21%
SOR	404,526	444,312	39,786	9.84%
Prairie	202,883	211,121	8,238	4.06%
Pacific	161,843	169,881	8,038	4.97%
National	1,275,978	1,409,215	133,237	10.44%

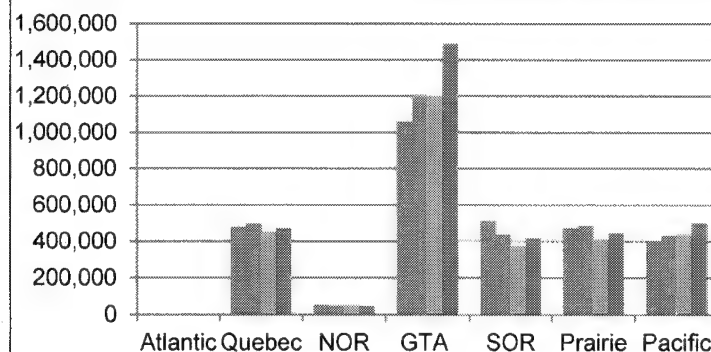
# COURIER Shipments – Total

Protected A

## Annual Trend



## Comparison by Region—Current Month



There were **3,377,312** courier shipments in January 2017. This was a **16.26% (or 472,305) increase** when compared to January 2016.

The largest **increase** in courier shipments was found in the Greater Toronto Area Region with **24.39% (or 292,790)** more shipments than in January 2016. There was no **decrease** in courier shipments in January 2017.

For Category 1 shipments (valued at CAN\$20 or less) the Pacific Region (Via commercial Vancouver Airport) experienced the greatest **increase** of **67.94% (or 63,943)** and for Category 2 shipments (value exceeding CAN\$20 and less than CAN\$2500) the Greater Toronto Area Region (via Interport Suff Whse) with an **increase** of **148.38% (or 185,993)** more compared to January 2016.

\* No category 1 and 2 shipments are processed in the Atlantic Region

## Total Courier Shipments

Region	January 2016	January 2017	Difference	% Change
Atlantic	*N/A	N/A	N/A	N/A
Quebec	446,013	473,859	27,846	6.24%
NOR	46,481	46,816	335	0.72%
GTA	1,200,413	1,493,203	292,790	24.39%
SOR	369,569	418,585	49,016	13.26%
Prairie	409,551	444,555	35,004	8.55%
Pacific	432,980	500,294	67,314	15.55%
National	2,905,007	3,377,312	472,305	16.26%



# ANNEX A: Data Control Sheet

Protected A

## **General notes:**

**Travellers:** Includes every person who has been processed with or without the assistance of CBSA automated systems.

**Commercial releases:** Section 31 of the Customs Act specifies that no goods shall be removed from customs control until released. The importer or customs broker requests the release of goods by providing release information which is used to determine the admissibility of the goods into Canada. There are several **release options:** PARS (Pre-Arrival Review System); RMD (Release on Minimum Documentation); B3 (Canada Customs Coding Form); Aerospace; CSA (Customs Self Assessment) and Automotive service options. The Consolidated Management Reporting System (CMRS) contains all carrier information.

**Graphs and tables:** Due to large discrepancies in traveller and commercial volumes, it may appear that some Regions (Southern Ontario and GTA) have no volumes in the graphs. Please refer to the accompanying tables to see the actual volumes for those Regions.

## **Traveller Volumes Methodology:**

**Source data:** (Page 2) The CBSA Trends Report will include all traveller volumes data from the Traveller Operations Cube in CMRS until the data quality for the Passages from Primary cube improves.

**Travellers:** (Pages 5 & 6) The GTA normally processes air and marine travellers for its Region, however Highway travellers from across Canada are processed through the Telephone Reporting Centre (TRC) in Hamilton and their volumes are reported in the GTA.

**G11 data:** Upon the initial review of the data from the G11 the following figures have been updated:

**Late Data Entry:** Data was received from the POE following the G11 cut-off and refresh date.

**Initial Entry Incorrect:** The initial data reported by the POE and found in CMRS are incorrect. The PRU has followed up and received updated values.

**Missing:** Data has not been provided by the POE following the G11 cut-off and refresh date. The statistics for this POE will appear as zero in CMRS. Update will appear on the next refresh date March 11, 2017.

**All G11 data were completed on time for the CMRS refresh date**

## **Commercial Releases Methodology:**

**Commercial Releases:** (Page 7) The methodology for counting commercial releases has changed as of May 2016. Previously, the Trends Report included the combination of Commercial Releases and Release Non Terminal Offices (NTOs), but it will now include only Commercial releases.

# ANNEX A: Data Control Sheet

Protected A

**Commercial releases by mode: (Page 7)** Current systems are not designed to track commercial releases by mode, therefore these figures have been removed from the report until a solution is found. Data volumes in the CBSA's Management Reporting System (CMRS) are pulled from the Accelerated Commercial Release Operations Support System (ACROSS). In ACROSS, commercial releases are tracked by office. Since offices can only be assigned to one mode, they are assigned according to their primary workload. However, many offices release shipments that are entering through multiple modes. For example, an office in the GTA may release rail and air shipments. Since the office in the GTA is designated as a rail office, all their releases will be assigned to the rail mode.

**Release requests: (Page 7)** As of January 2014, a major company switched from consolidated release requests to single release requests for individual shipments, causing an artificially large increase in commercial releases compared to previous years. These changes only affect the commercial releases stream and do not have any impact on courier shipment totals.

## **Courier Shipments Methodology:**

**Courier shipments: (Page 8)** Prior to May 2016, Courier volumes included Category 1, Category 2 and Order in Council (OIC PC 1985-2954/5) shipments. The methodology for counting Courier shipments now reflect Category 1 and Category 2 shipments only.

**\*Please note that due to the new methodology, the Atlantic region will not have any data to report since they have no shipments under these two categories.**

**Category 2 shipments: (Page 8)** In January 2013, the maximum value for category 2 courier shipments increased from \$1600 to \$2500.

## **Business contacts:**

- **Andrei Grushman** — Director, Data Analytics Division, Global Border Management and Data Analytics Directorate, Programs Branch
- **Lynne Lamarche** — A/Director, Corporate and Program Services Division, Border Operations Directorate, Operations Branch
- **Cathy Toxopeus** — A/Director, Program Performance and Reporting Division, Commercial Programs Directorate, Programs Branch
- **Meda-Cristina Horacsek** — Director, Program Performance and Reporting Division, Traveller Programs Directorate, Programs Branch

**Report Production:** The CBSA Performance Reporting Unit, CBSA-ASFC\_PRU-URR

If you have any questions about the content of the CBSA Trends Report, please contact:

David Swift (David.Swift@cbsa-asfc.gc.ca) with a cc: to Johanne Fortier (Johanne.Fortier@cbsa-asfc.gc.ca)

## **Data Source:**

**Commercial rail examinations: (Page 9)** Commercial Programs Directorate – ACROSS – Rail carrier code – CMRS - Shipment volumes

**CBSA Actuals:** CMRS Corporate (CBSA General) Cube sourced from G11 data (Traveller and Commercial data) and Passages Primary

**Data extraction date:** February 23, 2017 (**Refresh Date:** February 23, 2017)



This document is classified as Protected A. It is for internal use only as a tool to provide relevant information to senior management to aid in decision making.

This document was created by the  
Performance Reporting Unit,  
Global Border Management and Data Analytics Directorate

If you have any questions or comments please email:



Canada Border  
Services Agency

Agence des services  
frontaliers du Canada



# CBSA Trends Report

December 2016

PROTECTION

SERVICE

INTEGRITY



Final

February 2nd, 2017

SERVICE

PROTECTION

INTÉGRITÉ

Performance Reporting Unit

Data Analytics Division

Global Border Management and Data Analytics

Directorate

Programs Branch

**PROTECTED A**

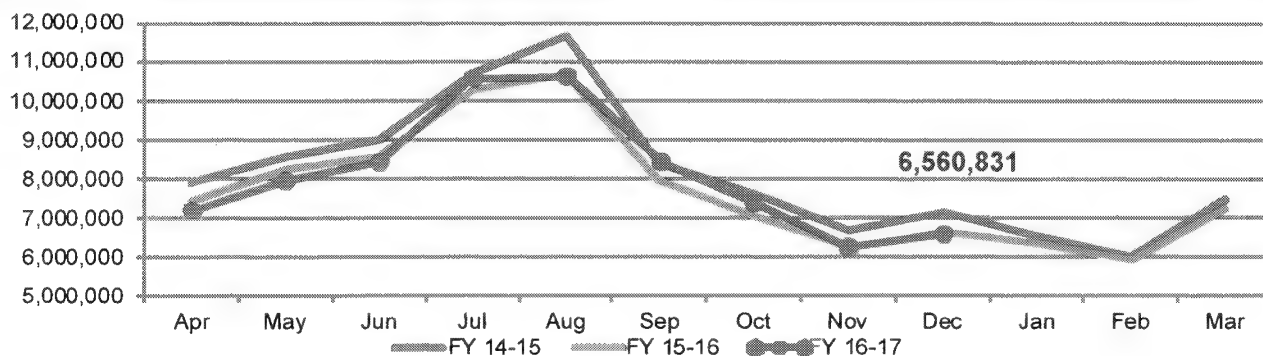
PROTECTION • SERVICE • INTEGRITY

Canada



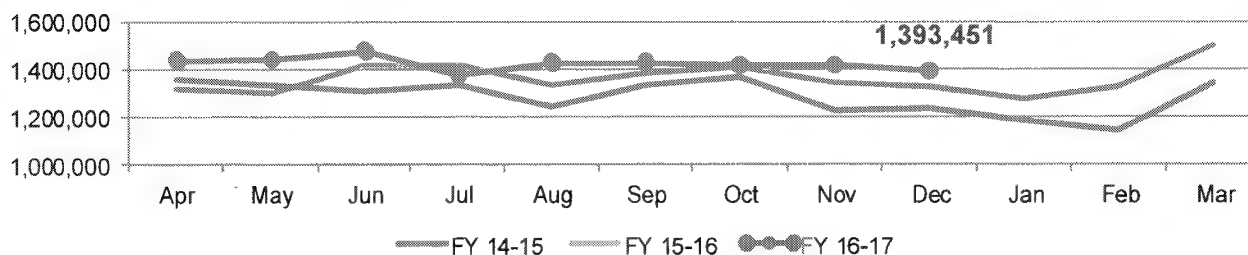
## Highlights

### Traveller Volumes



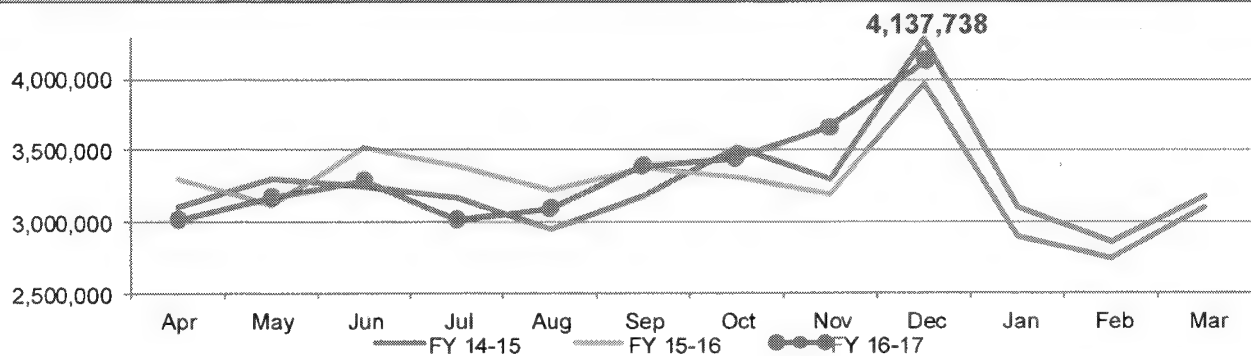
There were **6,560,831** travellers processed in December 2016. This was a **0.89% (or 59,209) decrease** when compared to volumes from December 2015. Air travellers **increased** by **6.90% (or 158,769)** and highway travellers **decreased** by **5.12% (or 218,510)** compared to December 2015.

### Commercial Releases



There were **1,393,451** commercial releases in December 2016. This was a **5.19% (or 68,776) increase** when compared to volumes from December 2015.

### Courier Shipments

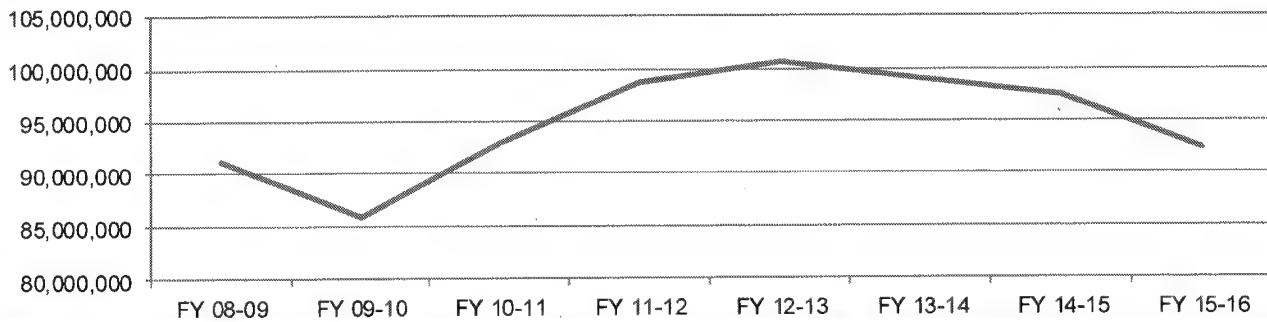


There were **4,137,738** courier shipments in December 2016. This was a **3.85% (or 153,354) increase** when compared to December 2015.

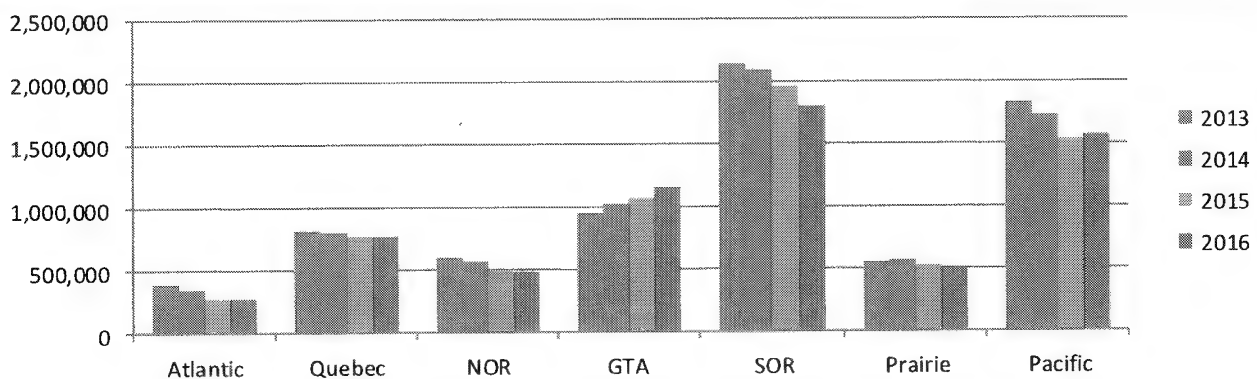


## Traveller Volumes—All Modes

### Annual Trend



### Comparison by Region—Current Month



There were **6,560,831** travellers processed in December 2016. This was a **0.89% (or 59,209) decrease** when compared to traveller volumes from December 2015.

The largest **increase** in total travellers occurred in the Greater Toronto Area Region with **8.31% (or 88,766)** more travellers when compared to December 2015.

The largest **decrease** in total traveller volumes occurred in the Southern Ontario region with **8.16% (or 160,234)** fewer travellers when compared to December 2015.

### Total Traveller Volumes

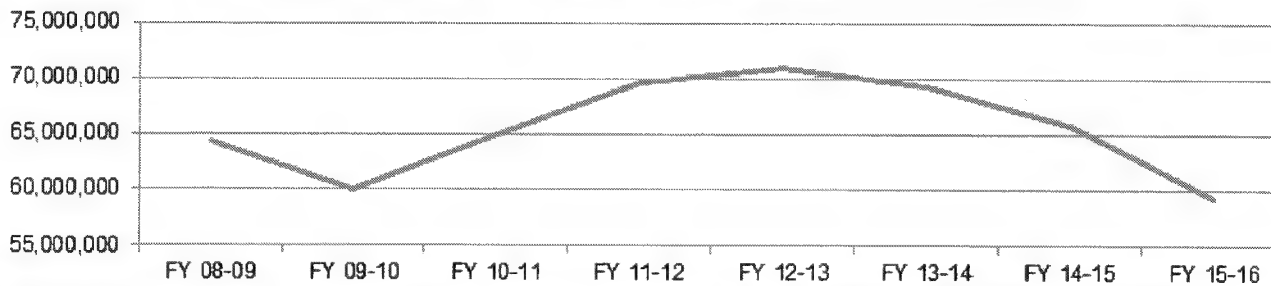
Region	December 2015	December 2016	Difference	% Change
Atlantic	268,691	268,907	216	0.08%
Quebec	767,865	775,765	7,900	1.03%
NOR	486,501	477,775	-8,726	-1.79%
GTA	1,068,595	1,157,361	88,766	8.31%
SOR	1,964,234	1,804,000	-160,234	-8.16%
Prairie	520,078	504,314	-15,764	-3.03%
Pacific	1,544,076	1,572,709	28,633	1.85%
<b>National</b>	<b>6,620,040</b>	<b>6,560,831</b>	<b>-59,209</b>	<b>-0.89%</b>



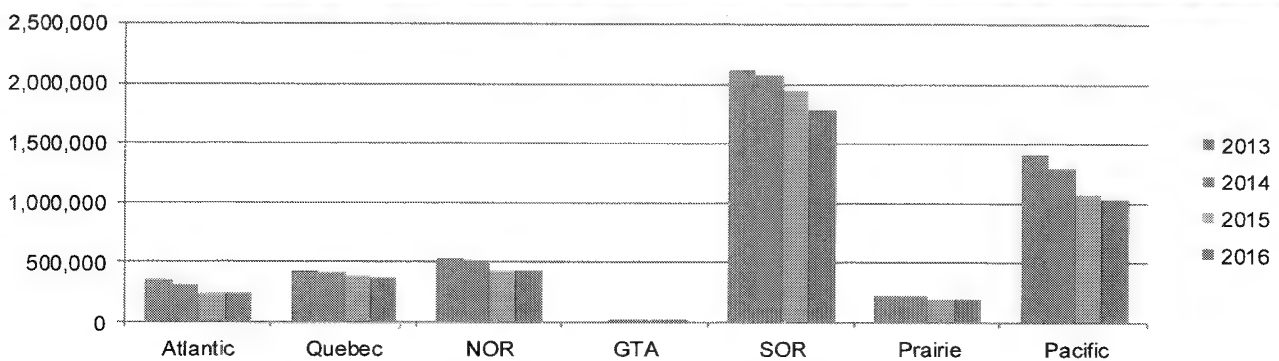


## Traveller Volumes—Highway

### Annual Trend



### Comparison By Region - Current Month



There was **4,045,184** highway travellers processed in December 2016. This was a **5.12% (or 218,510) decrease** when compared to volumes from December 2015.

The largest **increase** in highway travellers was found in the Atlantic Region with **1.96% (or 4,650)** more travellers when compared to December 2015.

The largest **decrease** in highway travellers was found in the Southern Ontario Region with **8.09% (or 157,730)** fewer travellers when compared to December 2015.

### Total Traveller Volumes - Highway

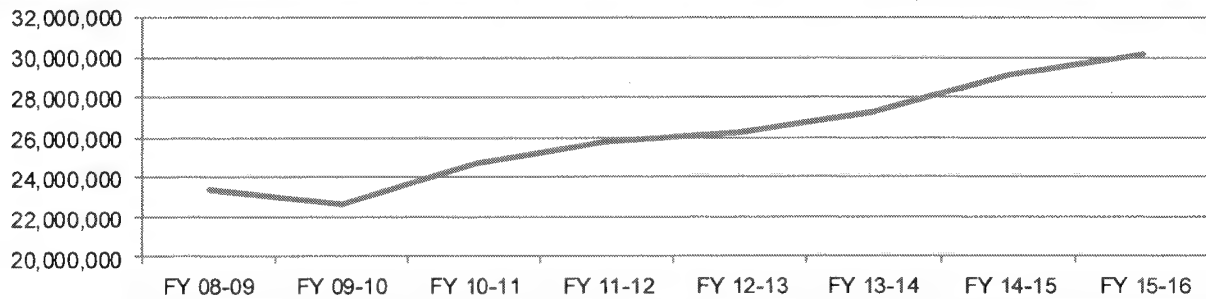
Region	December 2015	December 2016	Difference	% Change
Atlantic	237,154	241,804	4,650	1.96%
Quebec	374,896	361,284	-13,612	-3.63%
NOR	430,668	423,772	-6,896	-1.60%
GTA (TRC)*	843	930	87	10.32%
SOR	1,950,586	1,792,856	-157,730	-8.09%
Prairie	197,398	187,909	-9,489	-4.81%
Pacific	1,072,149	1,036,629	-35,520	-3.31%
<b>National</b>	<b>4,263,694</b>	<b>4,045,184</b>	<b>-218,510</b>	<b>-5.12%</b>

\*GTA highway traveller numbers represent travellers processed by the Hamilton TRC. The majority of these travellers are from Northwest Angle, Minnesota, a small exclave of the United States where access by land is only available through Canada. It is an unstaffed border crossing so travellers coming in and out of the Angle must report to CBSA or U.S. CBP by telephone to make their declarations.

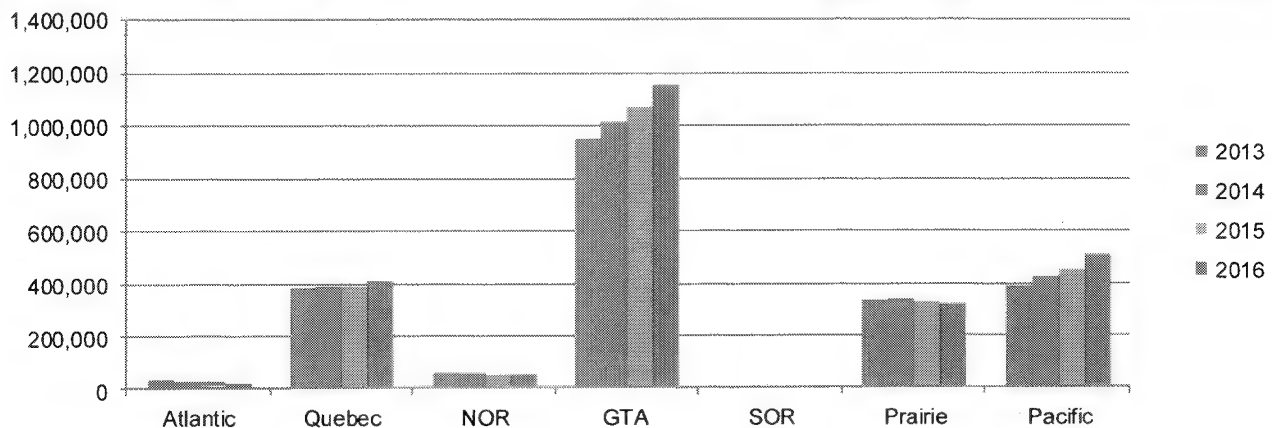


## Traveller Volumes—Air

### Annual Trend



### Comparison by Region—Current Month



There were **2,458,453** air travellers processed in December 2016. This was a **6.90% (or 158,769) increase** when compared to volumes from December 2015.

The Greater Toronto Area region experienced the largest **increase** in air traveller volumes as there were **8.43% (or 89,809)** more travellers when compared to December 2015.

The Prairie region experienced the largest **decrease** in air traveller volumes as there were **1.92% (or 6,162)** fewer travellers when compared to December 2015.

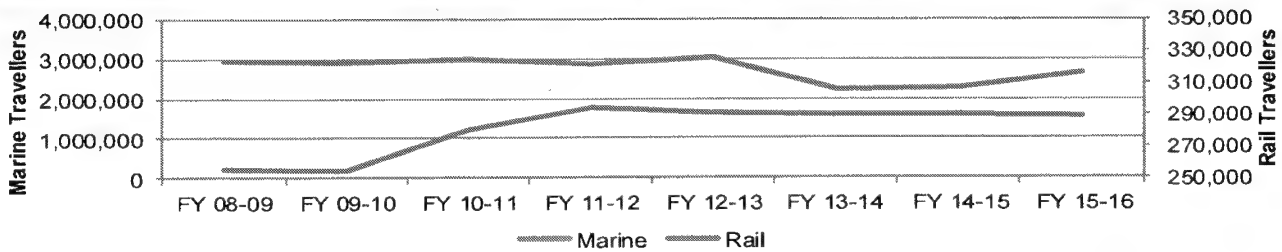
### Total Traveller Volumes - Air

Region	December 2015	December 2016	Difference	% Change
Atlantic	25,109	21,427	-3,682	-14.66%
Quebec	384,659	406,608	21,949	5.71%
NOR	51,942	50,062	-1,880	-3.62%
GTA	1,065,493	1,155,302	89,809	8.43%
SOR	4,810	2,631	-2,179	-45.30%
Prairie	321,323	315,161	-6,162	-1.92%
Pacific	446,348	507,262	60,914	13.65%
National	2,299,684	2,458,453	158,769	6.90%



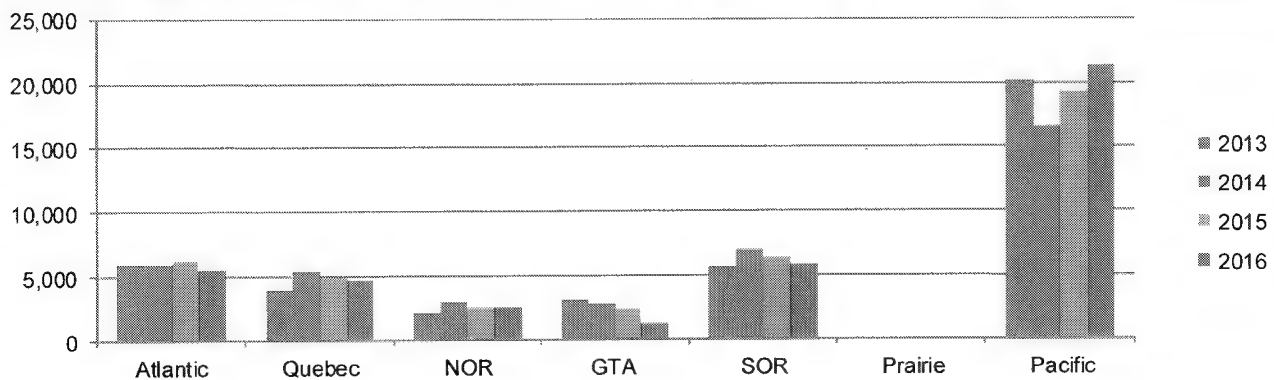
## Traveller Volumes—Marine and Rail

### Annual Trend



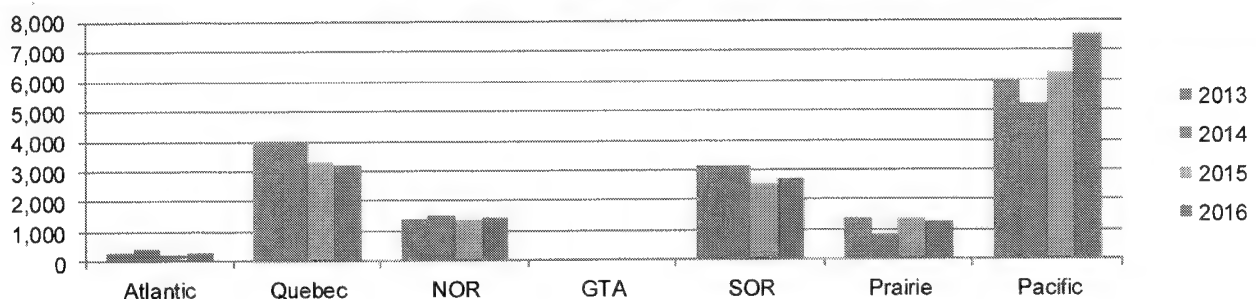
The decline in marine travellers in FY 13-14 is the result of a change in marine traveller counting methods (based on the implementation of First Point of Arrival Initiative in March 2013).

### Marine Traveller Comparison by Region—Current Month



There were **40,782** marine travellers processed in December 2016, representing a **1.73% (or 717) decrease** when compared to volumes from December 2015.

### Rail Traveller Comparison by Region—Current Month

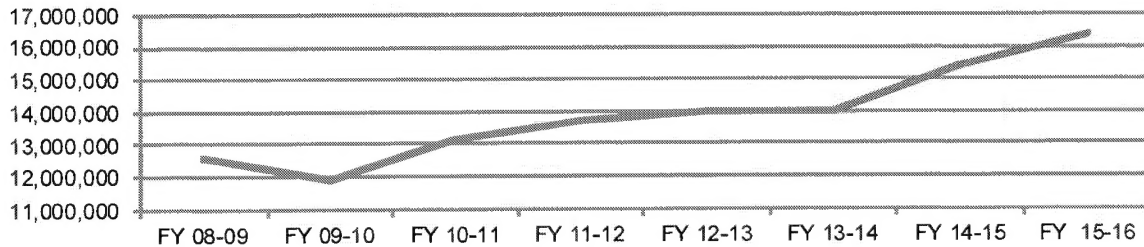


There were **16,412** rail travellers processed in December 2016. This was a **8.24% (or 1,249) increase** when compared to volumes from December 2015.

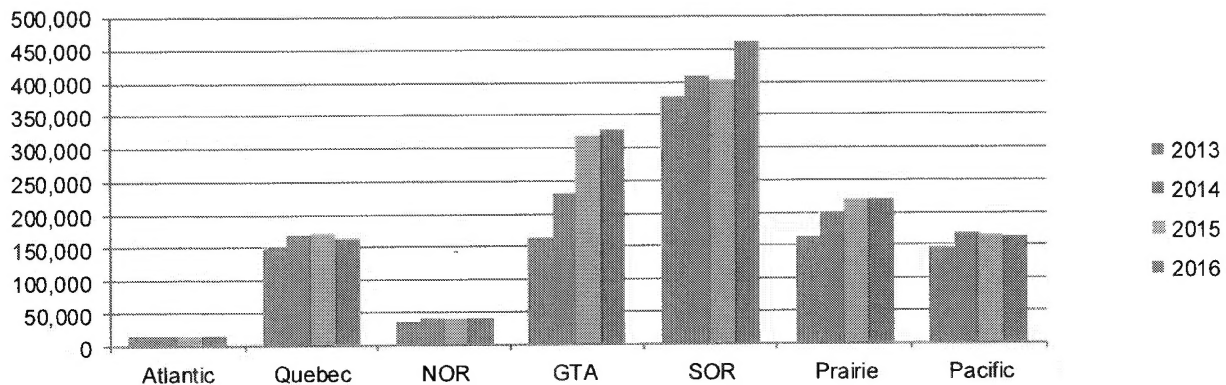


## Commercial Releases—Total

### Annual Trend



### Total Releases Comparison by Region - Current Month



There were **1,393,451** commercial releases in December 2016. This was a **5.19% (or 68,776) increase** when compared to December 2015.

The Southern Ontario Region experienced the largest **increase** in commercial releases with **15.24% (or 61,171)** more releases than December 2015.

The Quebec Region experienced the largest **decrease** in commercial releases with **3.90% (or 6,636)** fewer releases when compared to December 2015.

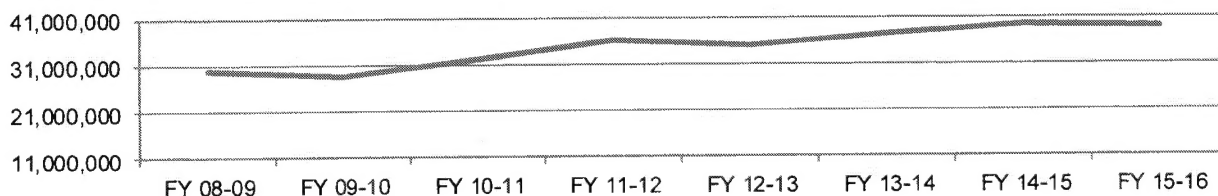
#### Total Commercial - Releases

Region	December 2015	December 2016	Difference	% Change
Atlantic	14,067	14,653	586	4.17%
Quebec	169,951	163,315	-6,636	-3.90%
NOR	38,453	39,499	1,046	2.72%
GTA	317,084	327,792	10,708	3.38%
SOR	401,439	462,610	61,171	15.24%
Prairie	218,629	220,875	2,246	1.03%
Pacific	165,052	164,707	-345	-0.21%
<b>National</b>	<b>1,324,675</b>	<b>1,393,451</b>	<b>68,776</b>	<b>5.19%</b>

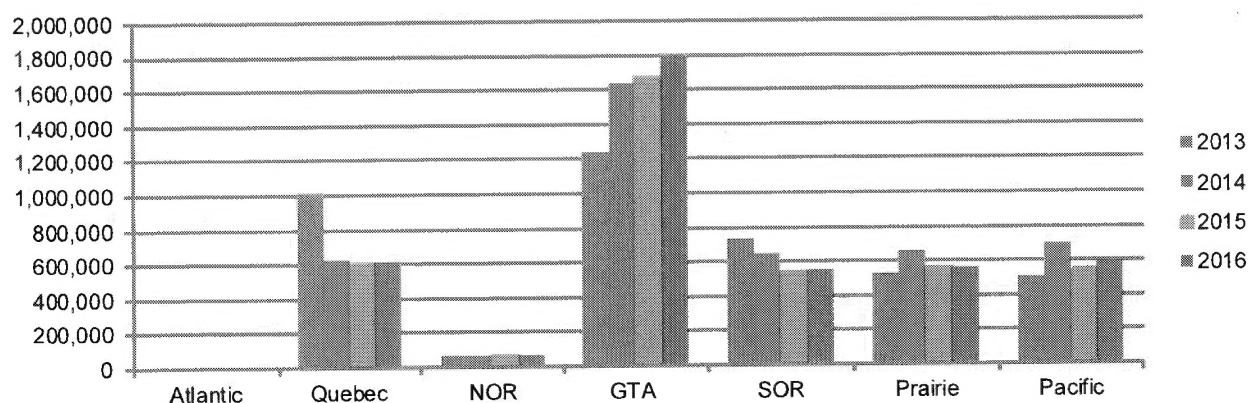


## Courier Shipments — Total

### Annual Trend



### Total Courier By Region—Current Month



There were **4,137,738** courier shipments in December 2016. This was a **3.85% (or 153,354) increase** when compared to December 2015.

The largest **increase** in courier shipments was found in the Greater Toronto Area Region with **6.92% (or 115,486)** more shipments than in December 2015. The largest **decrease** in courier shipments was found in Quebec Region with **8.08% (or 5,112)** less shipments than in December 2015.

For Category 1 shipments (valued at CAN\$20 or less) Pacific Region experienced the greatest **increase** of **54.11% (or 77,725)** and for Category 2 shipments (value exceeding CAN\$20 and less than CAN\$2500) Greater Toronto Area Region experienced the greatest **increase** of **13.64% (or 152,543)** compared to December 2015.

Total Courier Shipments (Category 1 and 2 only)				
Region	December 2015	December 2016	Difference	% Change
Atlantic	*N/A	N/A	N/A	N/A
Quebec	602,765	603,201	436	0.07%
NOR	63,279	58,167	-5,112	-8.08%
GTA	1,669,913	1,785,399	115,486	6.92%
SOR	537,921	546,405	8,484	1.58%
Prairie	560,182	556,133	-4,049	-0.72%
Pacific	550,324	588,433	38,109	6.92%
National	3,984,384	4,137,738	153,354	3.85%

\* No category 1 and 2 shipments are processed in the Atlantic Region





## Annex A: Data Control Sheet

### General notes:

**Travellers:** Includes every person who has been processed with or without the assistance of CBSA automated systems.

**Commercial releases:** Section 31 of the Customs Act specifies that no goods shall be removed from customs control until released. The importer or customs broker requests the release of goods by providing release information which is used to determine the admissibility of the goods into Canada. There are several **release options**: PARS (Pre-Arrival Review System); RMD (Release on Minimum Documentation); B3 (Canada Customs Coding Form); Aerospace; CSA (Customs Self Assessment) and Automotive service options. The Consolidated Management Reporting System (CMRS) contains all carrier information.

**Graphs and tables:** Due to large discrepancies in traveller and commercial volumes, it may appear that some Regions (Southern Ontario and GTA) have no volumes in the graphs. Please refer to the accompanying tables to see the actual volumes for those Regions.

### Traveller Volumes Methodology:

**Source data: (Page 2)** The CBSA Trends Report will include all traveller volumes data from the Traveller Operations Cube in CMRS until the data quality for the Passages from Primary cube improves.

**Travellers: (Pages 5 & 6)** The GTA normally processes air and marine travellers for its Region, however Highway travellers from across Canada are processed through the Telephone Reporting Centre (TRC) in Hamilton and their volumes are reported in the GTA.

**G11 data:** Upon the initial review of the data from the G11 the following figures have been updated:

**Late Data Entry:** Data was received from the POE following the G11 cut-off and refresh date.

**Initial Entry Incorrect:** The initial data reported by the POE and found in CMRS are incorrect. The PRU has followed up and received updated values.

**Missing:** Data has not been provided by the POE following the G11 cut-off and refresh date. The statistics for this POE will appear as zero in CMRS. Update will appear on the next refresh date February 11, 2017.

Region	Total Work Locations	# of Late/ Missing Work Location Data	Comments	Late Data Entry	Initial Entry Incorrect	Missing
Pacific Region	36	1	<p>The POEs below did not successfully key in their G11 traveller counts in time for the CMRS refresh. As a result, traveller counts were obtained through the sources below.</p> <ul style="list-style-type: none"> <li>• 8320 - Chopaka- Traveller counts have not been entered in highway mode. Chopaka has usually an average of 850 travellers in highway mode.</li> </ul>			X





### **Commercial Releases Methodology:**

**Commercial Releases: (Page 7)** The methodology for counting commercial releases has changed as of May 2016. Previously, the Trends Report included the combination of Commercial Releases and Release Non Terminal Offices (NTOs), but it will now include only Commercial releases.

**Commercial releases by mode: (Page 7)** Current systems are not designed to track commercial releases by mode, therefore these figures have been removed from the report until a solution is found. Data volumes in the CBSA's Management Reporting System (CMRS) are pulled from the Accelerated Commercial Release Operations Support System (ACROSS). In ACROSS, commercial releases are tracked by office. Since offices can only be assigned to one mode, they are assigned according to their primary workload. However, many offices release shipments that are entering through multiple modes. For example, an office in the GTA may release rail and air shipments. Since the office in the GTA is designated as a rail office, all their releases will be assigned to the rail mode.

**Release requests: (Page 7)** As of January 2014, a major company switched from consolidated release requests to single release requests for individual shipments, causing an artificially large increase in commercial releases compared to previous years. These changes only affect the commercial releases stream and do not have any impact on courier shipment totals.

### **Courier Shipments Methodology:**

**Courier shipments: (Page 8)** Prior to May 2016, Courier volumes included Category 1, Category 2 and Order in Council (OIC PC 1985-2954/5) shipments. The methodology for counting Courier shipments now reflect Category 1 and Category 2 shipments only.

**\* Please note that due to the new methodology, the Atlantic region will not have any data to report since they have no shipments under these two categories.**

**Category 2 shipments: (Page 8)** In January 2013, the maximum value for category 2 courier shipments increased from \$1600 to \$2500.

### **Business contacts:**

- **Andrei Grushman** — Director, Data Analytics Division, Global Border Management and Data Analytics Directorate, Programs Branch
- **Lynne Lamarche** — A/Director, Corporate and Program Services Division, Border Operations Directorate, Operations Branch
- **Cathy Toxopeus** — A/Director, Program Performance and Reporting Division, Commercial Programs Directorate, Programs Branch
- **Meda-Cristina Horacsek** — Director, Program Performance and Reporting Division, Traveller Programs Directorate, Programs Branch

**Report Production:** The CBSA Performance Reporting Unit, CBSA-ASFC\_PRU-URR

If you have any questions about the content of the CBSA Trends Report, please contact:

David Swift (David.Swift@cbsa-asfc.gc.ca) with a cc: to Johanne Fortier (Johanne.Fortier@cbsa-asfc.gc.ca)

### **Data Source:**

**Commercial rail examinations: (Page 9)** The report is now displaying shipments volume by region instead of releases volume by carrier.

**CBSA Actuals:** CMRS Corporate (CBSA General) Cube sourced from G11 data (Traveller and Commercial data) and Passages Primary